

Vehicle Work in Process - Fleet Truck Shop

Office of Management & Budget

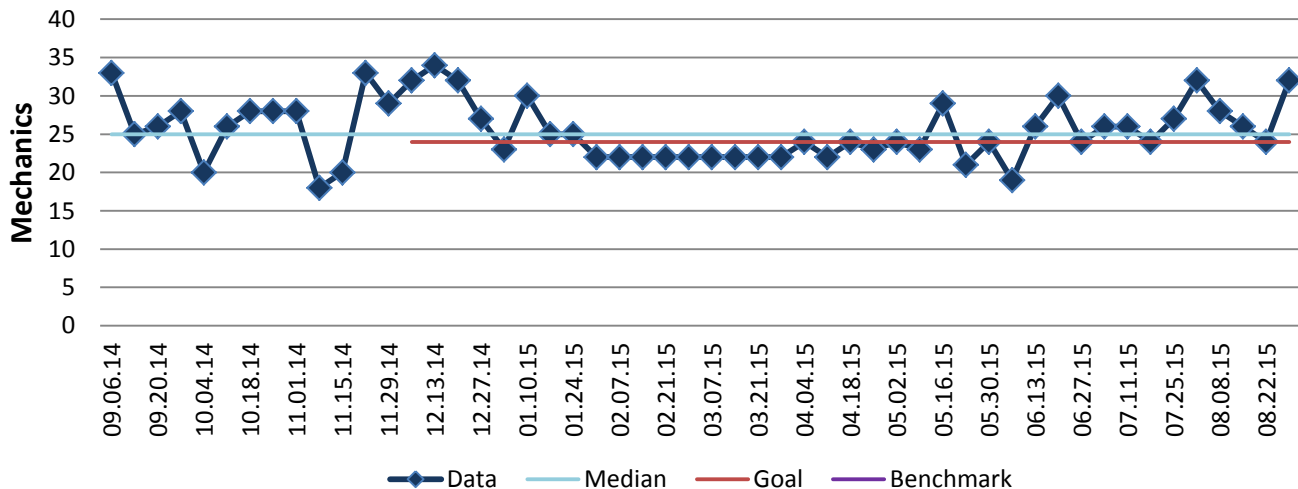


KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: Compared to no baseline, maintain 24 mechanics assigned to fleet repairs at any given time. Benchmark: TBD		Data Source: Truck Shop KPI Workbook Goal Source: Fleet Management Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: TBD Why Measure: TBD Next Improvement Step: Clarify what is being measured.		
How Are We Doing?					
08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Average		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
24	25		24	32	
Mechanics	Mechanics		Mechanics	Mechanics	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.